

# Library Management Team Meeting

## Information and Action Items

Tuesday, September 20, 2022

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### *In Attendance*

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Deb Ward  
Kathy Peters  
Jeannette Pierce  
Shannon Cary

Kelli Hansen  
Chris Pryor  
Ernest Shaw

Support: Jacqueline Eiben  
**Guest:** Rhonda Whithaus  
**Guest:** Steven Pryor  
**Guest:** Cindy Cotner

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### *Guest report: FOLIO affecting patrons*

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- Report from Cindy Cotner - Policy
  - Policy is the forefront of the concern at this time. New system, 4 campus agreement, all patrons are only allowed two renewals. Prior system faculty had automatic unlimited renewals, and staff and graduate/professional students had five renewals.
  - Patrons only need 2 items “aged to lost,” overdue more than 2 weeks, to be blocked. Before it was 5-6 items.
  - Other campuses have some items due at the end of the semester rather than the old way of 4-6 weeks from checkout. This is problematic to explain when our patrons check out from another library.
  - Question: do all campuses have to agree to the same renewal policy?
  - Our overdue fines are \$175 for a book replacement, which is different than other campuses
- Report from Rhonda - Functionality
  - Patron response: there are problems with missing functionality of webpac; to browse the catalog by subject, author or call#. EBSCO is working on opac called LOCATE to be deployed by beta in the fall at a few institutions.
  - Searching Monographic series, relevancy ranking - doesn't look at edition; display of records is problematic.
  - Serial displays do not display in order; it's a mix of location and dates. EBSCO will need to provide an enhancement to sort it the way we want it.
    - Affects “find it at MU”
  - Place request issues: when a single title has multiple volumes; you can only request one volume.
    - Scan and Deliver is not working properly
    - Patrons are reporting that they can see a book is available but it's listed as eBook so it is not requestable. EDS reads it as eBook even though it's not an eBook. EBSCO is working on a solution.
      - Rhonda has confirmed with Seth's team that the data entry is correct.
      - Preventing titles from displaying in results limited to books/ebooks

- Specialized libraries are not showing in location facet.
  - Report from Steven - Corrie's permissions
    - Steven is meeting members of the ILS team across the System campuses and working through the documentation left by Corrie.
  - Steven confirmed many of the problems are not bugs intrinsic to *FOLIO* but rather bugs or errors in how the FOLIO catalog data gets interpreted by EDS.
    - FOLIO open source product and EBSCO is a big contributor to the community
  - Shannon worked with Gwen to place messaging on the website that there are transition difficulties that are being addressed.
    - The chat box is embedded in find it at MU so users can contact librarians during their difficulty as well.
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### ***Vice Provost Announcements***

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- Deb has a meeting with President Choi this coming Friday.
  - Mimi Calter's visit has been postponed.
  - Matt Martens will join the visit with the President.
  - The broken stairlift is a real problem and an issue that needs to be addressed in the Space Master Planning.
    - PGAV and Jodi Miller visited last week to find a solution for the lift.
  - Deb wants to highlight points in our Shepley report, student vision plan, and implications of UMLD addition, West Stacks Renovation project with the President.

Action: Jeannette will send out the FY20 stats that we are still currently using.

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### ***Partnership Document***

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- Kathy has been putting together a partnerships list with LMT contributions to present to President Choi for his Friday visit.
  - Deb's messaging will be that we want to collaborate on our Strategic Space Planning with these partnerships.
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### ***Strategic Planning***

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- Division Heads have discussed bringing in a consultant for Strategic Planning process.
  - Deb charged Carla Allen, Chair of the Library Committee, with discussing how the Committee could participate in this process.
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### ***December Planning***

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- LMT members were asked to think about vacation plans for Nov. & Dec.

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## ***Style Guide: The Official Names of the Libraries***

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- The University is going through a Style Guide process.
- Shannon wanted LMT to consider our ideas for Libraries naming in the Style Guide.
- It was noted that we may want to be more specific when we address ourselves to the public versus casually between ourselves.
- It was asked if we want to continue to use University Libraries vs MU Libraries.
  - Shannon noted that it is determined by context of use.
    - Mizzou Libraries is used on social media
    - MU (stacked logo) Libraires - University of Missouri: logo on the rugs is acceptable.
    - If the primary audience is campus MU Libraries is preferred
    - Formally it is University of Missouri Libraries
    - It was asked if the name of a building should go by the person's last name or full name.
      - Or if that depends on how the family prefers it to be named

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## ***Homecoming Open House***

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- Shannon has one volunteer, Cindy Cotner.
- It was asked if student employees can be included
- Could staff get overtime or do they need to work it into their schedule to flex their regular work hours?

Decision: Overtime up to 4 hours or flex schedule has been approved.

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## ***IT Disaster Response***

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- Ernest shared the Libraries Disaster manual with IT to receive feedback
- It was suggested that the Libraries start with a business continuity plan
- It was noted that what the online systems and their order of priority would be in a disaster should be considered.
- A continuity plan was created during the pandemic
  - It was suggested we use the continuity plan to build an IT disaster plan
  - It was distinguished that the disaster plan is very physical, but the continuity plan could be engaged to determine the priority of services we offer.
- IT offered to help with the business impact analysis

Decision: It was determined that Ernest will investigate how to approach this plan to accompany our Disaster Plan.

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## ***Husni Collection & Space for HSL Materials Update***

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- We will do two shipments on weeks of Oct. 17 and Oct 24
- Staff will work on re-boxing to make space available for HSL materials.

- Kelli has room for rare Health Science materials.
  - HSL wants to remove all shelving sooner than the beginning of construction in April.
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### ***Next Meetings***

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Oct. 4 @ 2-3:30 LMT  
Oct.18 @ 2-3:30 LMT  
Oct 20 @ 2-3:30 SAG

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### ***Attachments to Meeting***

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## **FOLIO/EDS Issues**

### **Policy Issues**

- 2 Renewal limit for all patrons (previously, faculty had unlimited, automatic renewals)
- Patron blocks occurring after only 2 “aged to lost” overdues
- Other campuses choosing “end of semester” due date for some books

### **Functionality Issues**

- Miss Browsing: call number, subject, author
- Call number searches - possible but impossible for patron to know
- Monographic series - difficult to search
- Relevancy ranking re: editions
- Serials display - holding do not display in order
- Place request issues
  - Multiple volumes - will not allow request for more than 1 vol/title
  - Does not display the volume number of item checked out if from multi-vol set
- Incorrect ebook format identifier results in print titles not providing a Place Request link
  - Potential fix identified
- Incorrect ebook format identifier (different one) excludes titles from ebook limiter
- Specialized libraries are not displaying in the Library Location facet
- Permalinks still missing guest access and profile issue
- Authentication errors
  - Also affected Findit@MU
- MERLIN redirects